

National Veterans Wheelchair Games (NVWG)  
PERFORMANCE WORK STATEMENT  
Transportation

**PERFORMANCE WORK STATEMENT**

1. **Title of Contract:** National Veterans Wheelchair Games (NVWG) Transportation.
2. **Scope of Work:** The Contractor shall provide all labor, supervision, and other resources required to provide Wheelchair Bus Service to transport over 600 Veterans with physical disabilities and over 400 non-wheelchair users for the National Veterans Wheelchair Games, hosted by the **VA North Texas Health Care System, 4500 South Lancaster Road, Dallas, TX 75216**, for a total period of eight (8) days, from **June 20, 2015 through June 27, 2015**. The contractor shall provide adequate equipment and personnel to perform the duties outlined in this statement. This work will be done in collaboration with members of the **VA North Texas Health Care System** Local Organizing Committee (LOC) and the National Veterans Wheelchair Games leadership team. This work involves retrofitting full size, low floor, kneeling buses with self-storing wheelchair ramps to accommodate 6-8 wheelchairs, and the ability to transport large numbers of individuals in wheelchairs to various areas throughout the **Dallas Region**. The contractor will work collaboratively with the VA regarding staff and volunteer education pertaining to safety elements in transporting large numbers of individuals in wheelchairs. Prior to the event, the contractor will provide one retrofitted bus for VA staff/volunteer training and for the final site visit to review the routes to the venues. Furthermore, evidence of driver qualifications must be provided upon request by the Project Manager. Awardee must be able to operate all 22 buses during specific peak times during the NVWG that the schedule requires. The Veterans Transportation System may require routes beginning as early as 3a.m. Veterans Transportation system must have the ability and resources available to continuously operate at capacity to meet the needs of the NVWG Schedule, including peak times, and not experience limitations such as Driver operating limitations.
3. **Background:** The National Veterans Wheelchair Games represent the largest annual wheelchair sports event in the world and will take place over a period of eight (8) days in **Dallas, Texas**. Participants will begin arriving on **Saturday, June 20, 2015 and departing June 27, 2015**. The event dates will begin **Sunday, June 21, 2015 and conclude Friday, June 26, 2015**. Participation in the NVWG is open to Veterans with spinal cord injuries and other physical disabilities that require the use of a wheelchair for competitive sports. The Veteran Transportation System requires transportation for over **600 Veterans in wheelchairs and 400 non-wheelchair users** (able bodied caregivers / participants). The NVWG has 18 official events which include air rifle, air pistol, archery, basketball, boccia, bowling, field, handcycling, motor rally, nine ball, power soccer, quad rugby, slalom, softball, swimming, table tennis, track and trap shooting.

Buses technical requirements:

1. have the ability to lower the bus entrance to near street-curb height (kneeling, low floor bus)
2. incorporated automatic, self-storing wheelchair ramps (no hydraulic lifts)
3. 20 – 22 buses able to accommodate between 6 to 8 passengers in wheelchairs, plus an additional 12-15 able bodied passengers

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4. be able to be loaded / unloaded within 15 minutes to ensure no schedule delays

All wheelchair Veteran athletes will be boarded using the automatic, self-storing wheelchair ramps. This is necessary to expedite the safe and effective loading process of Veterans necessary for the successful execution of the NVWG Transportation Schedule. Loading and unloading of the 6 to 8 passengers in wheelchairs, plus 12-15 ambulatory passengers will be completed within 15 minutes to ensure no schedule delays. The contract must include comprehensive transportation services for transporting participants from **Dallas-Fort Worth International Airport (DFW)** to **Sheraton Downtown Dallas** on **Saturday, June 20, 2015**; transporting participants from the various venues and events during the week (Objective 6: Place of Performance); and transporting participants back to **Dallas-Fort Worth International Airport (DFW)** on **June 27, 2015**. The Awarded Contractor must be able to travel in and around the **Dallas Region**. A preliminary transportation schedule is included herein. See Attachment A.

- 4. Objectives:** The Contractor shall perform the mandatory tasks and provide the specific deliverables described below within the performance period stated in this Performance Work Statement (PWS). If, for any reason, any deliverable cannot be delivered on time according to the below schedule, the Contractor shall provide a written explanation to the Program Manager (PM)/Contracting Officer's Representative (COR) **thirty days prior** to deliverable described in **4.1.2, 4.1.3, 4.1.4** and **4.2.5**. All other deliverables listed below Contractor shall provide a written explanation to the Program Manager (PM) / Contracting Officer's Representative (COR) within **five days** to deliverable. This written transmittal shall include a firm commitment of when the work shall be completed. This transmittal to the PM/COR shall cite the reasons for the delay and the impact on the overall project.

The Contractor shall not commit or permit any act that interferes with the performance of work awarded to another Contractor or with the performance of Government employees. In any case where, in the course of fulfilling the contract requirements, the Contractor disturbs any work guaranteed under another separate contract, the Contractor must restore such disturbed work.

***Task 4.1: Provide Up to 22 Kneeling, Low Floor, Self-Storing Wheelchair Ramp Buses -***

The Contractor must provide up to 22 kneeling, low floor, self-storing wheelchair ramp buses for each Event Day, which can accommodate at least 6-8 wheelchair participants per bus. The number of buses required is dependent on the schedule requirements, which the Project Manager will provide to the contractor.

Bus description requirements:

1. Buses must be equipped with an integrated, self-storing wheelchair ramp. (No hydraulic lifts)
2. Buses must be able to be lowered, commonly referred to as kneeling, by the bus operator upon request to make the step up from street level easier. (Note: over the

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- road buses cannot be considered due to the accessibility needs of Veteran population and logistics required of the NVWG)
3. Buses must be able transport mobility devices of any type - wheelchairs, scooters, and wheelchair strollers - that measure up to 30 inches long, 36 inches wide, and weigh up to 500 pounds when occupied.
  4. Bus loading, unloading and securing of 6-8 passengers in wheelchairs, plus 12-15 ambulatory / abled bodies passengers must be done within 15 minutes, to ensure no schedule delays.
  5. It is preferred that buses feature automated route and stop announcements heard both inside and outside the bus. (OPTIONAL)
  6. It is preferred that route information is displayed electronically on the front and side of every bus. (OPTIONAL)

In order to accommodate at least 6-8 wheelchairs per bus, seats need to be removed from the bus and metal railings will be installed. The Contractor will install Government provided mounting brackets, tie-down rails and straps for temporary installation, as needed. The contractor shall provide labor for removal of seats and installation of VA-provided wheelchair tie-down rails designed for attachment using bolt holes corresponding with attachment points of removed seating. Allowing a 3-foot square for each position, the Government estimates that 18 linear feet on the driver's side and 12 linear feet on the curbside of each vehicle will accommodate at least 8 wheelchairs. Remaining seats may be left in place. This conventional seating will be used to accommodate approximately 400 ambulatory family members, guests, and Special Event staff, as needed. The Contractor is responsible for storing the removed seats.

The Contractor must agree to provide one full size wheelchair accessible bus (seats not removed) plus driver for final site visit venue visit an estimated 30 days prior to the event. The purpose is to ascertain the best loading/unloading spaces as well as provide contractor with expert information about the event. This bus should have a minimum of three wheelchair spaces and at least 30 regular seats. The date and time will be mutually agreed. This vehicle is not in addition to the requested number in this statement of work.

**Table 1, Mandatory Deliverable**

| Deliverable | Description   | Quantity | Due Date                      |
|-------------|---|----------|-------------------------------|
| 4.1.1       | <i>Complete review of conversion equipment and bus retrofitting to ensure necessary equipment available for event.</i>  | 1        | <b>60 days prior to event</b> |
| 4.1.2       | <i>Provide a bus and driver for the last site visit to determine bus routes to venues and loading and unloading of wheelchair procedures. Bus must be able to accommodate a minimum of three individuals in wheelchairs and up to 30 ambulatory passengers.</i> | 1        | <b>April 20-24, 2015</b>      |

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| Deliverable  | Description   | Quantity | Due Date                      |
|--------------|---|----------|-------------------------------|
| <b>4.1.3</b> | <i>Provide a fully outfitted bus meeting description above will be staged at the <b>VA North Texas Health Care System</b> at no cost to the Government in order to be used for training of VA staff or Volunteers assigned to securing wheelchairs of participants.</i> | 1        | <b>May 26 – June 19, 2015</b> |
| <b>4.1.4</b> | <i>All buses for the event will be converted and retrofitted for the event.<br/>(Attachment: Anticipated Event Transportation Schedule)</i>   | 4-22     | <b>June 17, 2015</b>          |

**Task 4.2: Transport** - Contractor shall safely transport all participants (i.e., contestants), including any special equipment (e.g. standard or electric wheelchairs, scooters and any other mobility aides) to and from all various points throughout the Games based on the schedule provided by the Government. Each vehicle shall be staffed with trained VA employees (or volunteers) to assist with securing and un-securing Veterans in wheelchairs. Veterans, Veterans' family-members and other authorized individuals will also be transported in the buses. Contractor buses will operate continuously during scheduled event intervals with appropriate number of trained bus drivers. The Government can, through the designated Contractor provided Project Manager, direct and re-direct individual vehicle destinations. The maximum "Event Day" is defined as the timeframe as early as 3 a.m. to 11 p.m. Contract provided on-site Project Manager will be responsible to ensure there is a replacement driver and bus available for use in the event there is a driver call out or vehicle break down.

**Table 2, Mandatory Deliverable**

| Deliverable  | Description  | Quantity | Due Date                              |
|--------------|--|----------|---------------------------------------|
| <b>4.2.1</b> | <i>Provide projected Transportation plan summary and oral/written Kick-Off Briefing.</i>   | 1        | <b>Five calendar days after award</b> |
| <b>4.2.2</b> | <i>Written/Verbal Monthly Status Reports from date of award to June 20, 2015.</i>  | 5 ea     | <b>Fifth day of each month</b>        |
| <b>4.2.3</b> | <i>Coordinate with VA/LOC to provide final/detailed event transportation summary and athlete airport arrivals which will determine the number of buses per venue and times. Government will provide a comprehensive transportation schedule to the Contractor.</i> | 1        | <b>May 26, 2015</b>                   |

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| Deliverable | Description   | Quantity                        | Due Date                  |
|-------------|---|---------------------------------|---------------------------|
| 4.2.4       | <i>Provide transportation Project Manager at the convention center during the entire event with variable work schedule to meet the event needs. Project Manager will participate in daily morning event briefings.</i>  | 1                               | <b>June 20-27, 2015</b>   |
| 4.2.5       | <i>Provide appropriate number of trained drivers and converted / retrofitted buses to meet the event timelines set forth in the transportation schedule during the event. The transportation schedule will change based on number of athletes registered for the event. The number of buses may need to be adjusted to accommodate the change. Anticipate change will be no more or less than 50 people.<br/>(Attachment A: Anticipated Event Transportation)</i> | Up to 22<br>Varies per schedule | <b>June 20 – 27, 2015</b> |
| 4.2.6       | <i>Be able to load and unload 6-8 passengers in wheelchairs and up to 12-15 ambulatory / able bodied passengers within 15 minutes, to ensure no delay in events.</i>  | Per schedule                    | <b>June 20 – 27, 2015</b> |
| 4.2.7       | <i>If needed, will provide replacement bus (per specifications) in the event a bus is out of service, and trained replacement driver in the event of staff call-in.</i>   | 1- 22                           | <b>June 20 – 27, 2015</b> |
| 4.2.8       | <i>Provide final invoice for transportation services.</i>   | 1                               | <b>15 days post event</b> |

**Task 4.3: Training** – The Contractor will provide a fully outfitted bus meeting description above which will be staged at the **North Texas VA Health Care System**. This bus will be available 30 days prior to the event for training of VA staff or Volunteers assigned to tie down participants. The government will conduct the training of these individuals. This vehicle is included the requested number in this performance work statement. The Contractor will train contractor employees regarding transporting large number of individuals who use wheelchairs for mobility.

**Table 3, Mandatory Deliverable**

| Deliverable | Description   | Quantity                 | Due Date            |
|-------------|---|--------------------------|---------------------|
| 4.3.1       | <i>Complete and document driver, including back-up driver(s), training on safe driving and accessibility needs when transporting large numbers of</i> | <i>All event drivers</i> | <b>May 26, 2015</b> |

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| Deliverable | Description                           | Quantity | Due Date |
|-------------|---------------------------------------|----------|----------|
|             | <i>individuals with disabilities.</i> |          |          |

5. **Period of Performance:** The period of performance is from **date of contract award to June 27, 2015.**

Contractor shall provide services during event day hour which is defined as early as **3 a.m. to 11 p.m.** during the defined week of the event, excluding Federal holidays. Contractor must be able to operate all 22 buses during specific peak times during the NVWG that the schedule requires. Unless specifically authorized in writing by the Contracting Officer, no services will be provided and no charges will be incurred and/or billed to any order on this contract on any of the Federal Holidays listed below.

|                        |                  |
|------------------------|------------------|
| New Year's Day         | Labor Day        |
| Martin Luther King Day | Columbus Day     |
| Presidents' Day        | Veterans' Day    |
| Memorial Day           | Thanksgiving Day |
| Independence Day       | Christmas Day    |

6. **Place of Performance:** Work shall be performed in the following locations:
- VA North Texas Health Care System, 4500 South Lancaster Road, Dallas, TX 75216
  - In and around Dallas City of Dallas and Region, including but not limited to:
    - Sheraton Downtown Dallas, 400 N Olive St, Dallas, TX 75201
    - Kay Bailey Hutchison Convention Center, 650 S Griffin St, Dallas, TX 75202
    - Dallas-Fort Worth International Airport (DFW) 3200 E Airfield Drive, DFW Airport, TX 75261
    - Ellis County Sportsman's Club 470 W. Sterrett Road, Waxahachie, TX;
    - Southern Methodist University (SMU), 6425 Boaz Lane, Dallas, TX 75205
    - USA BOWL 10920 Composite Drive, Dallas, TX;
    - McInnish Park 2335 Sandy Lake Road, Carrollton, TX;
    - Victory Plaza 3030 Olive Street, Dallas, TX.

On occasion, the Contractor shall be required to attend meetings at which may occur via Teleconference, various locations within **Dallas Region**, including the **VA North Texas Health Care System**.

7. **Type of Contract:** The Government anticipates to award of a **Firm Fixed-Price** contract for this service.

8. **General Requirements**

- The Contractor agrees to procure and maintain insurance, while the contract is in effect, Workers Compensation and Employee's Public Liability Insurance in accordance with Federal and State of Dallas, Texas laws.

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- b. The Government shall be held harmless against any or all loss, cost, damage, claim expense or liability whatsoever, because of accident or injury to persons or property of others occurring in the performance of this contract.
- c. The Contractor shall be responsible for all damage to property, which may be done by him, or any employee engaged in the performance of this contract.
- d. The Contracting Officer Representative (COR) shall require the Contractor to furnish certification from his/her insurance company indicating that the coverage specified by FAR 52.228-5 and per FAR Subpart 28.307-2 has been obtained and that it may not be changed or canceled without guaranteed thirty (30) days' notice to the Contracting Officer.
- e. For every task, the contractor shall identify in writing all necessary subtasks (if any), associated costs by task, and along with associated sub-milestone dates. The contractor's subtask structure shall be reflected in the technical proposal and detailed work plan.
- f. All written deliverables shall be phrased in layperson language. Statistical and other technical terminology shall not be used without providing a glossary of terms.

9. **Quality Control:** The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means that the work complies with the requirement of the contract.

The Department of Veterans Affairs (VA)/COR will conduct random inspections of the vehicles provided by contractor to insure compliance with the American Disabilities Act and VA requirements listed in this Performance Work Statement.

10. **Formal Acceptance or Rejection of Deliverables:** The Government will conduct quality reviews within five days of each deliverable and provide feedback/comments to the Contractor. The Contractor shall have five business days to incorporate feedback/comments and make appropriate revisions. The Contractor shall provide the revised version of each deliverable within two days to the Contracting Officer's Representative (COR). The COR will review and determine final acceptance by the Government. The COR will notify the contractor of final acceptance within five business days.

11. **Changes to the PWS** - Any changes to this PWS shall be authorized and approved only through written correspondence from the Contracting Officer. A copy of each change will be kept in a project folder along with all other products of the project. Costs incurred by the contractor through the actions of parties other than the Contracting Officer shall be borne by the contractor.

12. **Contractor Reporting Requirements**

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- a. Contractor will report ALL vehicle accidents to the Event Command Center as soon as possible after ensuring safety of riders, self or other vehicle occupants. Additionally, the driver, if able, will inform appropriate police or medical assistance when needed.
- b. Contractor will provide proof of documented training, if requested by the Government. Contractor will ensure employee's complete and document training regarding safe driving and accessibility needs when transporting large number of individuals in wheelchairs on temporarily modified buses.
- c. In the event an employee of the Contractor is injured during performance of this contract, the Event Command Center shall be notified of this occurrence as soon as possible, but no later than 4:00 p.m. the next work day following the incident.
- d. Contractor will report to the Command Center if bus schedule is impacted in the event there is a driver call out or vehicle break down.

**13. Travel** – The Government anticipates travel under this PWS to attend contract-related meetings through the period of performance which would fall within the 50 mile radius therefore travel and per diem cost reimbursement is not applicable to this contract.

**14. Government Furnished Equipment**

- a. The Government will furnish wheelchair railing tie-down hardware and securing straps.
- b. The Government shall provide trained volunteer personnel to assist with fastening and unfastening tie-downs and athlete movement in support of this contract.

**15. Contracted Personnel Requirements**

- a. The Contractor shall provide a Project Manager who will responsible for the performance of the driver / transportation employee work during the entire Event. The name of this person will be designated in writing to the Contracting Officer in the offer submission along with a resume describing experience with similar events. The Project Manager will be on-site at the convention center during event hours.
- b. The Contractor shall not employ persons for work on this contract if such employee is identified to the contractor as a potential threat to the health, safety, security, general wellbeing or operational mission of the installation and its population.
- c. Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. This may be accomplished by wearing distinctive clothing bearing the name of the company. Contractor field service engineers shall be dressed to present a clean, neat appearance at all times when performing under this contract.
- d. Contractor personnel shall smoke only in designated areas.
- e. Contractor drivers must be able to communicate in English.
- f. Complete employee training regarding safe driving and accessibility needs when transporting large number of individuals in wheelchairs on temporarily modified buses.



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- g. Contractor will provide replacement driver in the event there is a driver call out.
- h. Contractor personnel will not use a cell phone or text while driving. Contractor personnel will obey all state and local laws of the road.

**16. Security Requirements** - The Contractor must wear badges bearing the Contractor's company name, identification picture and name of the individual employee in English during performance of services under this contract.

**The C&A requirements do not apply, and that a Security Accreditation Package is not required.**

**17. Fees/Costs**

- a. Contractor shall be responsible for variations in employee hourly pay resulting from shift or weekend differential and possible overtime, as well as administrative and overhead expenses. The Service Contract Act will apply to this contract.
- b. The costs shall include rental cost of bus and driver hourly rate for a fully burdened bus. The Government will not pay a different rate in the event of individual employee overtime.
- c. The bus conversion fee shall cover the price for converting allotted number of full-size buses from standard seating to accommodate a between six (6) and eight (8) wheelchair positions, including return to original condition upon event completion. The contractor shall store the bus seats that are removed to support the conversion.
- d. The Contractor assumes full responsibility for any parking or other moving violations. The VA Medical Center will not invalidate or make reimbursement for parking or other moving violations of the contractor's personnel under any circumstances. This includes additional security or permitting. No additional costs to the government will be allowed.

END OF PERFORMANCE WORK STATEMENT

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**Attachment A:**

| 35th NATIONAL VETERANS WHEELCHAIR GAMES<br>TRANSPORTATION NEEDS<br>June 21-26, 2015 |              |                       |             |       |                         |   |
|---|--------------|-----------------------|-------------|-------|-------------------------|---|
| DATE  | TIME         | HOURS OF<br>OPERATION | ATHLETES    | BUSES | EVENT                   | SITE/DESTINATION                              |
| Sat 6/20  | 9A-10P       | 13                    | 300         | 4     | SHUTTLE                 | AIRPORT/SHERATON/AIRPORT                      |
|   | 9A-6P        | 9                     | 100         | 11    | SHUTTLE                 | AIRPORT/SHERATON/AIRPORT                      |
| Sun 6/21  | 10A-2P       | 4                     | 25          | 6     | SHUTTLE                 | AIRPORT/SHERATON/AIRPORT                      |
|   | 3P-10P       | 7                     | 550         | 20    | OPENING CEREMONIES      | SHERATON/CONV CTR/SHERATON                    |
| Mon 6/22  | 6:30A-11P    | 5.5                   |             | 14    | TRACK, FIELD            | SHERATON/SMU/CONV CTR                         |
|   | 11A-12:30P   | 1.5                   |             | 10    | TRACK, FIELD            | SHERATON/SMU/CONV CTR                         |
|   | 11A-10P      | 9                     |             | 6     | SHUTTLE                 | SHERATON/CONV CTR/SHERATON                    |
|   | 11P-5P       | 4                     |             | 4     | ROWING                  | CONV CTR/WHITE ROCK LAKE/CONV CTR             |
| Tue 6/23  | 6:30A-12:30P | 6                     |             | 10    | TRACK, FIELD            | SHERATON/SMU/CONV CTR                         |
|   | 11A-10P      | 9                     |             | 6     | SHUTTLE                 | SHERATON/CONV CTR/SHERATON                    |
|   | 4:30P-10P    | 5.5                   | 1ST RUN 139 | 10    | BOWLING/SHUTTLE         | CONV CTR/USA LANES/SHERATON                   |
| Wed 6/24  | 6A-10P       | 16                    | 1ST RUN100  | 6     | BOWLING/SHUTTLE         | SHERATON/USA LANES/CONV CTR                   |
|   | 6A-10A       | 4                     | 1ST RUN100  | 4     | BOWLING/SHUTTLE         | SHERATON/USA LANES/CONV CTR                   |
|   | 6A-10A       | 4                     |             | 10    | SHUTTLE                 | SHERATON/CONV CTR/SHERATON                    |
|   | 10A-6P       | 8                     |             | 6     | SHUTTLE                 | SHERATON/CONV CTR/SHERATON                    |
|   | 4:30P-10P    | 5.5                   | 75          | 8     | SWIMMING                | CONV CTR/LOOS NATATORIUM/SHERATON             |
| Thu 6/25  | 6A-10P       | 16                    |             | 8     | SHUTTLE                 | SHERATON/CONV CTR/SHERATON                    |
|   | 6:30A-1P     | 6.5                   | 90          | 8     | ARCHERY                 | SHERATON/McINNISH/CONV CTR                    |
|   | 6:00A-1P     | 7                     | 25          | 4     | TRAPSHOOTING            | SHERATON/ELLIS COUNTY SPORTMANS CLUB/CONV CTR |
|   | 4P-8P        | 4                     |             | 15    | BLOCK PARTY             | CON CTR/VICTORY PLAZA/CONVENTION CTR          |
| Fri 6/26  | 6A-5P        | 11                    |             | 4     | SHUTTLE                 | SHERATON/CONV CTR/SHERATON                    |
|   | 6:00A-1P     | 7                     | 25          | 4     | TRAPSHOOTING            | SHERATON/ELLIS COUNTY SPORTMANS CLUB/CONV CTR |
|   | 4P-5P        | 1                     |             | 4     | SHUTTLE                 | SHERATON/CONV CTR/SHERATON                    |
|   | 6A-10A       | 4                     | 60          | 6     | HANDCYCLE               | SHERATON/SMU/CONV CTR                         |
|   | 6A-7:30A     | 1.5                   | 60          | 4     | HANDCYCLE               | SHERATON/SMU/CONV CTR                         |
|   | 7:30A-12N    | 4.5                   | 90          | 6     | MOTORIZED RALLY SHUTTLE | SHERATON/TBD/CONV CTR                         |
|   |              |                       |             |       |                         |   |
| Sat 6/27  | 3A-3P        | 5                     | 50          | 6     | AIRPORT SHUTTLE         | HOTELS/AIRPORT/HOTELS                         |
|   | 7A-3P        | 10                    | 300         | 12    | AIRPORT SHUTTLE         | HOTELS/AIRPORT/HOTELS                         |

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